

ABSTRACT OF THE DISCLOSURE

A system and method that builds accurate operational profiles for COTS software. The systems and methods disclosed allow software vendors to detect misused and unused features; identify common machine configurations for a given piece of software or software component; monitor changing user habits as new software versions are released; derive more accurate testing methods for in-house testing purposes; and create user manuals which focus on those features most frequently used, or misused, by users. The disclosed system and method provides the tools enabling a software certification laboratory (SCL) to gather detailed usage data and failure data for a software application as it is used in the field. With this data the SCL can confidently issue certificates of reliability for software products.